



JOB DESCRIPTION

Post:	Office Supervisor
Pay:	£10.25 per hour plus performance related pay
Contracted Hours:	28 hours per week (over 5 days Mon-Fri, hours to be negotiated)
Accountable to:	HR Director on behalf of CNCU Board
Location:	Delamere House, Delamere Street, Crewe
Supervisory Responsibilities:	Responsibility for administrative staff (currently 2 employees) and co-ordination of a team of volunteers (currently 6 active volunteers).
Job Purpose:	To lead and manage all daily business activities relating to the operation of CNCU from the one site at Crewe. This includes delegated responsibility for operational activity and performance, people management and effective and efficient delivery of customer services.

Main and Key Areas of Responsibility:

- To lead and be responsible for implementation of the business strategy
- To be accountable for effective delivery of high quality practice and performance, ensuring measures are put in place to meet/exceed targets
- To efficiently manage all local processes to ensure all methods are lean
- To provide effective leadership of the staff, ensuring effective accountability, support and developmental structures are in place
- To supervise the practice and performance of the staff, allocate work and agree objectives
- To develop and maintain effective relationships with customers, volunteers and other groups/organisations
- To comply with and promote adherence to all required policies, procedures and health and safety legislation at all times

Other Responsibilities:

- To promote equality and diversity
- To develop own knowledge and skills

Tasks associated with the Role:

- Ensure loan applications are processed from the point of application through to issue/rejection
- Monitor agreed loans to ensure payments have been set up appropriately
- Ensure accuracy of standing orders/direct debit mandates
- Ensure all daily banking processes are completed including reconciliation and cash control
- Ensure completion of payroll and associated tasks
- Ensure efficient processing of Budgeting Accounts and general ledger transfers
- Ensure a quality counter service is provided
- Respond to email, telephone and personal queries from members/general public
- Create effective and efficient general office processes to ensure quality services are delivered.